



# Aena's Integrated Quality, Environmental and Energy Efficiency Management Policy

Aena, as a leader in providing air transport services within a framework of **quality, environmental and efficiency management**, reinforces its firm commitment to excellence in managing the services that it offers in an effort to promote the safe, efficient and sustainable growth of air transport, and to obtain lasting and outstanding results for the organization's stakeholders.

To this end, Aena is constantly undertaking activities in these areas by planning and implementing various strategic guidelines so as to contribute to the sustainable development of air transport while making its activity compatible with preserving the environment.

In keeping with this commitment, Aena is devoted to implementing and maintaining an **Integrated Quality and Environmental Management System** based on established international guidelines that results in the certification of said system in line with European, national, regional and local laws.

As a result, Aena accepts the following principles to serve as a guide and reference for the conduct of its activity:

- To **promote the systematic integration of quality, environmental and energy efficiency management** and to periodically evaluate the sustainable performance of the organization and our clients' perception of us in order to achieve the constant improvement of our management and services, and to define the main areas of action based on the results obtained.
- To **involve and commit management** to achieve the goals proposed by using the values and strategies of Aena as the primary guideline for every individual in the organization.
- To ensure the ongoing **training and education** of our professionals through training and awareness programs in quality and the environment to ensure the proper conduct of their activities.
- To offer outstanding facilities and services to our stakeholders by employing and enhancing the existing know-how within our organization, through innovation and by incorporating the latest technological advances.
- To promote constant cooperation and partnerships with **stakeholders** in a way that is transparent so as to **satisfy their needs and expectations** concerning our activity.
- To **enforce the legal requirements** applicable to our field of activity, as well as **other requirements** that the organization is committed to in the areas of quality, environmental protection and energy efficiency.
- To **manage resources efficiently** and to ensure that information is available to promote and achieve the **established targets and goals**, as well as to **constantly improve** the performance of the organization's processes and results.
- To boost **energy efficiency** and phase in the use of renewable energies as the cornerstone for reducing greenhouse gas emissions, optimizing energy consumption and the use of fossil fuels.
- To promote activities designed to **prevent the pollution of the atmosphere, soil and water, to minimize noise levels in and around the airport, to properly reuse, recycle and manage the waste produced by our activity, and to consume natural resources efficiently**.
- To **inform** all Aena employees and the companies that work with Aena of this policy and to make it available to our stakeholders.

Aena, S.A. Board of Directors  
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